

## Statement of Deficiencies

### 1103-A-E: Critical Incidents and Required Notification

Not Met

1103-A-E: An early learning center shall make immediate notification to emergency personnel, law enforcement as applicable, and other appropriate agencies for the following types of critical incidents involving children in care:

1. death;
  2. serious injury or illness that required medical attention;
  3. reportable infectious diseases and conditions listed in LAC 51.II.105; and
  4. any other significant event relating to the health, safety, or well-being of any child, including but not limited to a lost child, an emergency situation, fire or other structural damage, or closure of the center.
- B. The parent shall be contacted immediately following any immediate notifications made under Subsection A.
- C. The Licensing Division and other appropriate agencies shall be notified via email within 24 hours of the incident.
- D. The Licensing Division shall be notified by written report within 24 hours of the incident or the next business day. This written notification shall be made on the Licensing Division's Critical Incidents Report Form and shall contain all information requested on the form.
- E. Reporting deadlines may be adjusted in the event of a natural catastrophe and/or disaster, as determined by the Department.

#### Finding:

1103-A-E Based on observations, record review and interviews: The center failed to notify within 24 hours the Licensing Section of the following critical incident that occurred on 04/24/2017 or immediately after the incident was reported to the facility on 04/25/2017. The center also failed to immediately notify the Parent of the following critical incident: that occurred on 04/24/2017 that involved C1 a 19 month old that was said to have received 4 bite marks on her back, that resulted in the breaking of the skin and bruises being left on the infant as seen in the attached photo. S23 stated that the staff did not observe any incidents resulting in bite marks being left on C1 on the day of 04/24/2017, however, when O1 reported it to S23 and S6 on 04/25/2017 and stated that she would be taking C1 to doctor, the center did not submit the critical incident form to licensing until 04/27/2017. S23 stated she was not aware of a critical incident report that needed to be submitted in occurrences such as this until after she was asked by DCFS if she had sent it to the Licensing division and at that time she submitted the appropriate form.

### 1713-E&F: Supervision Participation

Not Met

1713-E&F:

- E: While supervising a group of children, staff shall devote their time to supervising the children, meeting the needs of the children, and participating with them in their activities.
- F: Staff duties that include cooking, housekeeping or administrative functions shall not interfere with the supervision of children.

#### Finding:

1713- E: Based on interview: While supervising a group of children, childcare staff , S24, did not devote her time to the supervision of the children, meeting the needs of the children, and in participation with the children in their activities; staff, S24, was observed by S23 and O1 on video on 04/25/2017, with 6 kids in her care one being C-1, on the day of 04/24/2017, where she had her back turned to the kids a few times during the recording, to engage in conversation with other parties that entered the room.

### 1915-A: Health Services - Observation

Not Met

1915-A: Upon arrival at the center, the physical condition of each child shall be observed for possible signs of illness, infections, bruises or injuries, and when something is observed, it shall be documented and such documentation shall include an explanation from the parent or child.

#### Finding:

1915-A Based on record review: The staff did not document observations,when something is observed, noted on children upon arrival to the center. Results including an explanation from parent and/or child were not documented. On the day of the incident 04/24/2017, the staff in C-1's class, S6 and S11 failed to properly complete the observation of all children in attendance upon arrival. S6 stated in her interview that she did not properly check and document the observation log on 04/24/2017. S6 stated "Great Day," on observation form, but did not actually check C1 the day that O1 stated the incident occurred, which was 04/24/2017. As evidenced by the observation log from that day, it does not show proper documentation for 04/24/2017(see attachment) On 04/25/2017, staff did not document observation of C1 again that noted bite marks on C1 after they were told that morning 04/25/2017, by O1 that C1 had 4 bite marks on her back. C1 received another bite mark to her right arm on 04/25/2017 that was verified based on review of camera by S23 on 04/26/2017 and there was also no documentation of this on the class observation the following days of 04/26/2017- 04/28/2017, which each day the C1 had visible bite marks, it should have been documented on the observation log.

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### 1915-B.&C: Health Services - Parental Notification

Not Met

#### 1915-B.&C:

B. Reporting. Incidents, injuries, accidents, illnesses, and unusual behavior shall be documented and reported to the parent no later than when the child is released to the parent or authorized representative on the day of the occurrence.

C. Immediate Notification. The parent shall be immediately notified in the following circumstances:

1. blood not contained in an adhesive strip;
2. head or neck or eye injury;
3. human bite that breaks the skin;
4. animal bite;
5. impaled object;
6. broken or dislodged teeth;
7. allergic reaction skin changes (e.g. rash, spots, swelling, etc.);
8. unusual breathing;
9. symptoms of dehydration;
10. temperature reading over 101° oral, 102° rectal, or 100° axillary; or
11. injury or illness requiring professional medical attention.

#### Finding:

1915-B. & C- 3: Based on record review and interviews: The Provider did not have documentation of immediate notification to the parent when the following occurred to a child: ~ On 04/24/2017 O1 stated that she observed 4 large bite marks that broke the skin on the back of C1 at bath time and that the center had not contacted or notified her of any occurrence of biting involving her child on that day. The paperwork provided by the center at a later date 04/27/2017(see attachment) does not reflect time of incident nor does it reflect an immediate notification time of the parent.

The provider also, did not have documentation of another incident of incident, injury, accident for an incident involving C1 on 04/25/2017, where the child received bite marks on her right arm from a child in the class. This occurrence was verified by review of the camera by S23. There is no documentation of this incident in the records of the center as of 05/31/2017 as observed by specialist.